Objective

Explain the process we've gone through to create a successful and efficient online ADAP application system, and provide insight to those who may transition to an online system in the future.

Presentation Outline

❖ **Where we began: The origin story**

❖ **Our build process**

❖ **Where we are now**

❖ **Demonstration**

❖ **Impact**

❖ **Future developments**

Where we began

❖ **Paper, paper, paper…**

  ❖ **Average processing (12 days)**

  ❖ **Fax machines & time for mail**

  ❖ **Legibility issues**

  ❖ **Uneven distribution of applications**

  ❖ **High volume of incomplete applications**

  ❖ **Storage**

Process involved with creating a web-based ADAP application

❖ **Identify a vendor (Who)**
  ❖ **Michigan Public Health Institute (MPHI)**

❖ **Collect stakeholders' input**
❖ **Vendor education**
  ❖ **Job Shadowing**
❖ **Collect internal staff input**

Build process and Challenges

❖ Sprint cycle
  ❖ Requirements gathering, coding, demo, testing, feedback, approval, and repeat

Challenges

❖ Development of a concept
❖ Domino effect
❖ Training
❖ Bugs and glitches

Where we are now

We have a completed core prescription drug coverage application system

- ❖ New
- ❖ Six Month verification
- ❖ Annual
- ❖ Change of status

Demonstration

https://uat.mihealth.org/ADAP/

Impact

❖ **Average processing time (3 days)**

❖ **Reduced the amount of incomplete applications by half**

❖ **Streamlined processing and follow-up procedures**

❖ **Eliminated use of fax**

❖ **Provides access to previous applications**

❖ **Enhanced data analytic capabilities**

❖ **Increase in viral load suppression**

Impact (cont.)

- ❖ **Improved relationship with community**

- ❖ **Encouraged collaboration**

Looking into the future

❖ **Addition of Premium Assistance**

❖ **System interconnectedness with CAREWare and PBM systems**

❖ **Improved notifications/communication**

  ❖ **Text messages**

❖ **Expand on demand reporting**

❖ **Personalized printable membership cards**

Lessons Learned

❖ **Be open to change**

❖ **Solicit input from stakeholders**

❖ **Make sure developers KNOW your program**

❖ **Don't reinvent the wheel**

Questions

Contact Information

Asia Marimpietri
 MarimpietriA@Michigan.gov
(517) 335-9134

Nick Schembri
SchembriN@Michigan.gov
(517) 335-5061

Vendor (MPHI)
Cat Coens
ccoens@mphi.org